

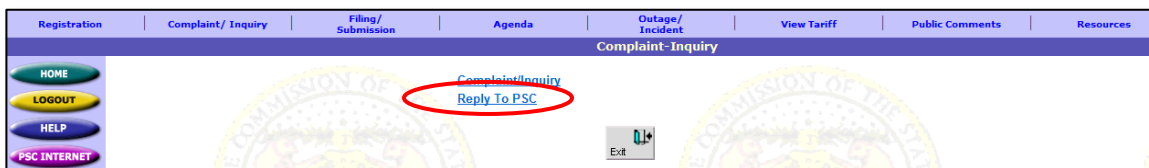
Missouri Public Service Commission

EFIS – Complaint/Inquiry, Reply to PSC

During the course of processing the complaint, PSC staff may route the task to the company or consumer for a response.

To respond to a complaint:

1. Log on to EFIS.
2. From the Welcome screen, click the '**Complaint/Inquiry**' menu option
3. Select the '**Reply to PSC**' link.



4. Beside '**Complaint/Inquiry No.**', input the complaint number.
5. The following fields will auto-populate with information:
 - a. Expected Response Date
 - b. Reply To
 - c. Utility Type
 - d. Utility Company
 - e. Utility Account Number
 - f. Complaint/Inquiry Description
 - g. Requested Information – Consumer (if any)
 - h. Requested Information – Utility (if any)
6. Under '**Utility/Consumer Response**', input a response to the question or request listed beside either 'Requested Information – Consumer or Requested Information - Utility.

Note: If the response is too large or is on an attachment, then input 'See Attached' in the text box.

A screenshot of the 'Consumer Complaint/Inquiry - Reply to PSC' form. The form has a blue header with the title. Below the header, there is a red 'SESSION TIMEOUT WARNING' message. The form contains several fields: 'Complaint/Inquiry No.' (C201601572), 'Expected Response Date' (5/19/2016), 'Reply To' (Courtney Dunham), 'Utility Type' (Electric), 'Utility Company' (Electric Missouri, Inc.-Investor(Electric)), 'Utility Account Number', 'Complaint/Inquiry Description' (My bill is twice as high this month after the storms hit last month. I've asked the electric company to come out and look at the meter because I don't think it's working correctly, but no one has come out, yet.), 'Information Requested', 'Requested Information - Consumer', 'Requested Information - Utility' (Can you please let us know if anyone has been out to look at the meter for this customer?), and 'Utility/Consumer Response' (response). There is a note at the bottom left that says '(Allows only 500 characters)'. The form also features a large watermark of the Missouri Public Service Commission seal.

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Scroll to the bottom of the screen to proceed.

7. If attaching a document, select the '**Attach**', button to continue to the '**Attachment Screen**'.

The screenshot shows a form titled 'Reporting Party' with fields for Business Name, Contact Name, Address, City, State (Missouri), Zip, Consumer Phone (573-634-1234), Contact Phone, Fax, Email, and Preferred Contact Time (From, To). Below these fields is a table with two columns: 'Sl.No.' and 'Attachment(s)'. The first row shows '1' and 'COMPLAINT-INQUIRY - New'. At the bottom of the form, there are three buttons: 'Submit', 'Attach' (circled in red), and 'Exit'.

On the 'Attachment Screen', complete the following steps.

8. Click the '**Browse**' button to select the document(s) for attaching.

Note: File names and file paths cannot use any special characters (% '& '^*#@) except an underscore or hyphen.

9. Click the '**Attach**' button to attach the document.

Note: Multiple attachments may be made by selecting a document, its security level and then clicking the 'Attach' button.

The screenshot shows the 'Attachment Screen' with a session timeout warning and a disclaimer. Below the disclaimer, there is an 'Attachment Process' section with three steps: 1. Click Browse to select the document from your local/Network drive or type the path to the document. 2. Click "Attach" button (Repeat Step 1 and Step 2 if you wish to attach more than one document to this submission). 3. Click "Done With Attach" button when you are done attaching document(s) for this submission. A note states: 'The system will not upload any single attachment greater than 20 MB. Documents larger than 20 MB will need to be divided into more than one attachment.' Below this, there is a text input field containing 'H:\test doc.pdf' and a 'Browse...' button (circled in red). At the bottom, there is a table with two columns: 'Attachment(s)' and 'Delete'. Below the table, there are three buttons: 'Attach' (circled in red), 'Done With Attach', and 'Delete'.

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- Click the **'Done with Attach'** button after all the attachments have been uploaded to return to the **'Consumer Complaint/Inquiry – Reply to PSC'** screen.

Attachment Screen

SESSION TIMEOUT WARNING: Please be advised that when logged into EFIS, your EFIS session will time out (expire) after 20 minutes of inactivity. If your session times out, you will be returned to the login screen (even if you were able to continue typing text or making entries on the screen). In addition, any data or attachments awaiting submission will be lost.

DISCLAIMER: It is the sole responsibility of the person or entity submitting a "public" version of the electronic document file(s), not the Missouri Public Service Commission (MoPSC), to take appropriate measures to ensure that any hidden embedded "proprietary" and "highly confidential" information is to the best of his or her knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal consumer complaints and the attachments to such complaints are automatically considered highly confidential. Only the Public Service Commission, its staff and the utility against which the complaint is being filed have access to the information entered or attached. (Please review declaration page)

Attachment Process:
1: Click Browse to select the document from your local/Network drive or type the path to the document.
2: Click "Attach" button (Repeat Step 1 and Step 2 if you wish to attach more than one document to this submission).
3: Click "Done With Attach" button when you are done attaching document(s) for this submission.

Note: The system will not upload any single attachment greater than 20 MB. Documents larger than 20 MB will need to be divided into

Browse...

Attachment(s)	Delete
test.doc.pdf	<input type="checkbox"/>

Attach Done with Attach Delete

To remove an item from the 'Attachment' list, click the 'Delete' checkbox and then click the 'Delete' button below.

Scroll to the bottom of the screen to proceed.

- Click the **'Submit'** button to submit the response.

Note: Once the 'Submit' button has been clicked, no additional responses will be allowed to be submitted through EFIS. Ensure all information has been included before submitting the response.

Reporting Party

Business Name
Contact Name
Address
City
State Missouri
Zip
Consumer Phone 573-634-1234
Contact Phone
Fax
Email
Preferred Contact Time From To

Sl.No.	Attachment(s)
1	test.doc.pdf
2	COMPLAINT-INQUIRY - New

Submit Attach Exit

For additional assistance, please contact the Data Center at 573-751-7496 (local to Jefferson City, MO) or datacenter@psc.mo.gov.